

Hello-

Comcast's performance in providing high speed internet service over the last few months has gone from spotty to horrible to non-existent. In June we got exactly 15 days of service and nothing at all from 7/1 through 7/13. Finally today we have had some service, though not all day. I can now empathize with electricity customers in Baghdad!

Repeated phone calls to them during this time have yielded varied responses. Sometimes we are told that there is no outage in our area and that the problem must be in our equipment. Sometimes they send out a technician (never more quickly than two days, sometimes a week later) to swap out a modem or poke around to no avail. Other times they have told us that they are undertaking a major upgrading of their system and that it's El Cerrito's turn. One technician told us (on 7/2) that the upgrade was almost complete and that we should be back on line in "a few days".

We depend on high speed internet service to keep our Real Estate business humming, but of late we've had to make do with dial-up so our productivity has taken a big hit. We are incensed that a company that has been given a monopoly for our community performs so poorly while treating us so disdainfully.

Won't you please make it better?

Thanks,
Peter Franklin